## 2007 - 2011 California Plan Performance

Right Care Initiative: Selected HEDIS Measures, Page 1 of 3

Health Plan	HEDIS Measure	2007	2009	2010	2011	2011 90th %ile	2007 - 2011 Variance
Aetna Health of California, Inc.	Controlling High Blood Pressure <140/90	61.06	62.59		65.04	74.09	3.98
Aetna Health of California, Inc.	Cardiovascular LDL-C Control < 100	61.16	60.53	56.27	59.62	71.97	-1.54
	Comprehensive Diabetes Care - Poor HbA1c						
Aetna Health of California, Inc.	Control >9	30.22	29.98		26.53		3.69
Aetna Health of California, Inc.	Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a	40.77	46.89	45.95	54.69	57.18	13.92
Aetna Health of California, Inc.	Heart Attack	60.47	64.46	69.23	59.3	87.5	-1.17
Aetna Health of California, Inc.	Cardiovascular LDL-C Screening	90.63	90.79		89.9	93.68	-0.73
Aetna Health of California, Inc.	Diabetes HbA1c Testing	85.85		_	90.85	93.06	5.00
Aetna Health of California, Inc.  Aetna Health of California, Inc.	Diabetes LDL-C Screening	84.41	85.17	86.97	89.67	94.10	5.26
Aetna Health of California, Inc.	Diabetes Monitoring Diabetic Nephropathy	83.21	84.69		89.44	89.57	6.23
Aetna Health of California, Inc.	Diabetes Eye Exams	57.79	55.74				-6.85
	Diabotoo Lyo Litamo					Point Change	
						int Change	
Health Dies	UFDIO M	2007	0000	0040	0044	2011	2007 - 2011
Health Plan	HEDIS Measure	2007	2009	2010	2011	90th %ile	Variance
Blue Cross of California dba Anthem Blue Cross Blue Cross of California dba Anthem Blue Cross	Controlling High Blood Pressure <140/90	60.04 65.74	71.16 69		NR 70.56	74.09	4.00
Dide Cross of California doa Anthem Blue Cross	Cardiovascular LDL-C Control < 100  Comprehensive Diabetes Care - Poor HbA1c	00.74	69	70.56	70.56	71.97	4.82
Blue Cross of California dba Anthem Blue Cross	Control >9	30.12	24.5	14.42	14.42	16.79	15.70
Blue Cross of California dba Anthem Blue Cross	Diabetes LDL-C Control < 100	42.17	53.86		45.07	57.18	2.90
Dide Cross of Camornia and Anthem Dide Cross	Persistence of Beta-Blocker Treatment after a	72.17	33.00	47.01	43.07	37.10	2.90
Blue Cross of California dba Anthem Blue Cross	Heart Attack	75.06	67.87	64.61	62.22	87.5	-12.84
Blue Cross of California dba Anthem Blue Cross	Cardiovascular LDL-C Screening	89.79			91.94	93.68	2.15
Blue Cross of California dba Anthem Blue Cross	Diabetes HbA1c Testing	85.54			87.41	94.16	1.87
Blue Cross of California dba Anthem Blue Cross	Diabetes LDL-C Screening	84.58		85.4	85.4	91	0.82
Blue Cross of California dba Anthem Blue Cross	Diabetes Monitoring Diabetic Nephropathy	77.59	86.09			89.57	6.53
Blue Cross of California dba Anthem Blue Cross	Diabetes Eye Exams	59.76					-7.21
	,		Control	Measure	s %age F	oint Change	23.42
				Total 9	%age Po	int Change	14.74
Health Plan	HEDIS Measure	2007	2009	2010	2044	2011	2007 - 2011
						I 90th %ile	Variance
IBlue Shield of California					<b>2011</b>	90th %ile 74.09	Variance 6 19
Blue Shield of California Blue Shield of California	Controlling High Blood Pressure <140/90	58.60	63.55	64.73	64.79	74.09	6.19
Blue Shield of California Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100			64.73			
	Controlling High Blood Pressure <140/90	58.60	63.55 62.16	64.73 59.56	64.79 59.56	74.09 71.97	6.19 -3.02
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c	58.60 62.58	63.55	64.73 59.56 24.09	64.79 59.56	74.09 71.97	6.19
Blue Shield of California Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9	58.60 62.58 24.70	63.55 62.16 28.44	64.73 59.56 24.09	64.79 59.56 24.09	74.09 71.97 16.79	6.19 -3.02 0.61
Blue Shield of California Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100	58.60 62.58 24.70	63.55 62.16 28.44	64.73 59.56 24.09 49.64	64.79 59.56 24.09	74.09 71.97 16.79	6.19 -3.02 0.61
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening	58.60 62.58 24.70 44.55	63.55 62.16 28.44 48.58 74.48 91.15	64.73 59.56 24.09 49.64 73.84	64.79 59.56 24.09 49.64	74.09 71.97 16.79 57.18	6.19 -3.02 0.61 5.09
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing	58.60 62.58 24.70 44.55 70.60 89.75 86.20	63.55 62.16 28.44 48.58 74.48 91.15 86.97	64.73 59.56 24.09 49.64 73.84	64.79 59.56 24.09 49.64 73.54	74.09 71.97 16.79 57.18 87.5 93.68 94.16	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69	74.09 71.97 16.79 57.18 87.5 93.68 94.16	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 <b>Measure</b>	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 <b>s %age F</b>	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 <b>Measure</b>	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 <b>s %age F</b>	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 <b>Measure</b>	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 <b>s %age F</b>	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 6.75 5.17 8.87 29.80
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32 Control	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 s %age Pc	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80
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Blue Shield of California CIGNA HealthCare of California, Inc.	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 2007 64.23	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32 Control	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 \$ %age Power	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance 3.81
Blue Shield of California	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32 Control	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 8 %age F %age Pc	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change 2011 90th %ile	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance
Blue Shield of California CIGNA HealthCare of California, Inc. CIGNA HealthCare of California, Inc.	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 2007 64.23 64.48	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32 Control	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 <b>s %age F</b> <b>2011</b> 68.04 60.51	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance 3.81 -3.97
Blue Shield of California CIGNA HealthCare of California, Inc. CIGNA HealthCare of California, Inc. CIGNA HealthCare of California, Inc.	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 2007 64.23 64.48 28.47	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32 Control	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9 2010 62.11 60.51 23.36	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 <b>s %age Pc</b> 2011 68.04 60.51	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance 3.81 -3.97
Blue Shield of California CIGNA HealthCare of California, Inc. CIGNA HealthCare of California, Inc.	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 2007 64.23 64.48	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32 Control	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9 2010 62.11 60.51 23.36	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 <b>s %age F</b> <b>2011</b> 68.04 60.51	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance 3.81 -3.97
Blue Shield of California CIGNA HealthCare of California, Inc.	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 <b>2007</b> 64.23 64.48 28.47 40.63	63.55 62.16 28.44 48.58 74.48 91.15 86.97 83.65 62.32 Control  2009 62.11 60.55 28.71 53.04	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9 2010 62.11 60.51 23.36 49.64	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 8 %age Pc 2011 68.04 60.51 23.36 49.64	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change int Change 74.09 71.97 16.79 57.18	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance 3.81 -3.97 5.11 9.01
Blue Shield of California CIGNA HealthCare of California, Inc. CIGNA HealthCare of California, Inc. CIGNA HealthCare of California, Inc.	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 2007 64.23 64.48 28.47	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32 Control	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9 62.11 60.51 23.36 49.64	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 <b>s %age Pc</b> 2011 68.04 60.51	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change int Change 74.09 71.97 16.79 57.18	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance 3.81 -3.97
Blue Shield of California  California  Health Plan  CIGNA HealthCare of California, Inc.	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 2007 64.23 64.48 28.47 40.63	63.55 62.16 28.44 48.58 74.48 91.15 86.97 83.65 62.32 Control  2009 62.11 60.55 28.71 53.04 64.29 87.84	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9 62.11 60.51 23.36 49.64 63.74 88.86	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 8 %age F %age Pc 2011 68.04 60.51 23.36 49.64	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97 16.79 57.18 87.5 93.68	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 29.80 2007 - 2011 Variance 3.81 -3.97 5.11 9.01
Blue Shield of California  Claus Shield of California  Blue Shield of California  Claus Shield o	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening	58.60 62.58 24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 2007 64.23 64.48 28.47 40.63 54.76	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32 Control 2009 62.11 60.55 28.71 53.04 64.29 87.84 88.56	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total ° 2010 62.11 60.51 23.36 49.64 63.74 88.86 91.48	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 8 **age F** 68.04 60.51 23.36 49.64 75 88.86	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97 16.79 57.18 87.5 93.68	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance 3.81 -3.97 5.11 9.01 20.24 -1.41
Blue Shield of California CIGNA HealthCare of California, Inc.	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes Monitoring Diabetic Nephropathy	24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 2007 64.23 64.48 28.47 40.63 54.76 90.27 88.08	63.55 62.16 28.44 48.58 74.48 91.15 86.97 85.07 83.65 62.32 Control 2009 62.11 60.55 28.71 53.04 64.29 87.84 88.56	64.73 59.56 24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9 2010 62.11 60.51 23.36 49.64 63.74 88.86 91.48 88.32	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 <b>s %age Pc</b> <b>2011</b> 68.04 60.51 23.36 49.64 75 88.86 91.48	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 coint Change int Change 74.09 71.97 16.79 57.18 87.5 93.68 94.16 91	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance 3.81 -3.97 5.11 9.01 20.24 -1.41 3.40
Blue Shield of California CIGNA HealthCare of California, Inc.	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening	24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 2007 64.23 64.48 28.47 40.63 54.76 90.27 88.08 84.91	63.55 62.16 28.44 48.58 74.48 91.15 86.97 83.65 62.32 Control  2009 62.11 60.55 28.71 53.04 64.29 87.84 88.56 88.08 87.35	24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9 2010 62.11 60.51 23.36 49.64 63.74 88.86 91.48 88.32 87.83	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 <b>s %age F</b> <b>2011</b> 68.04 60.51 23.36 49.64 75 88.86 91.48 88.32	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change int Change 74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance 3.81 -3.97 5.11 9.01 20.24 -1.41 3.40 3.41
Blue Shield of California CIGNA HealthCare of California, Inc.	Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes Monitoring Diabetic Nephropathy	24.70 44.55 70.60 89.75 86.20 83.29 80.39 59.32 2007 64.23 64.48 28.47 40.63 54.76 90.27 88.08 84.91 79.32 57.18	63.55 62.16 28.44 48.58 74.48 91.15 86.97 83.65 62.32 Control  2009 62.11 60.55 28.71 53.04 64.29 87.85 88.56 88.08 87.35 57.42	24.09 49.64 73.84 89.22 90.4 85.69 87.14 64.49 Measure Total 9 62.11 60.51 23.36 49.64 63.74 88.86 91.48 88.32 87.83 55.23	64.79 59.56 24.09 49.64 73.54 89.22 90.4 85.69 87.14 64.49 8 **age Fc* 2011 68.04 60.51 23.36 49.64 75 88.86 91.48 88.32 87.83 56.2	74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57 75.27 Point Change 2011 90th %ile 74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57	6.19 -3.02 0.61 5.09 2.94 -0.53 4.20 2.40 6.75 5.17 8.87 29.80 2007 - 2011 Variance 3.81 -3.97 5.11 9.01 20.24 -1.41 3.40 3.41 8.51 -0.98

Source: NCQA's Quality Compass(R) 2011

## 2007 - 2011 California Plan Performance

Right Care Initiative: Selected HEDIS Measures, Page 2 of 3

Health Plan	HEDIS Measure	2007	2009	2010	2011	2011 90th %ile	2007 - 2011 Variance
Health Net of California, Inc.	Controlling High Blood Pressure <140/90	62.23	63.11	68.56	65.82	74.09	3.59
Health Net of California, Inc.	Cardiovascular LDL-C Control < 100	62.84		69.87	69.87	71.97	7.03
,	Comprehensive Diabetes Care - Poor HbA1c						
Health Net of California, Inc.	Control >9	22.01	23.6	21.58	21.58	16.79	0.43
Health Net of California, Inc.	Diabetes LDL-C Control < 100	48.56	49.3	54.5	54.5	57.18	5.94
	Persistence of Beta-Blocker Treatment after a						
Health Net of California, Inc.	Heart Attack	73.11	72.56	75.39	72.26	87.5	-0.85
Health Net of California, Inc.	Cardiovascular LDL-C Screening	90.32	92.23	92.8	92.8	93.68	2.48
Health Net of California, Inc.	Diabetes HbA1c Testing	92.34	000	91.19	91.19	94.16	-1.15
Health Net of California, Inc.	Diabetes LDL-C Screening	86.84		86.51	86.51	91	-0.33
Health Net of California, Inc.	Diabetes Monitoring Diabetic Nephropathy	82.78		86.15	86.15	89.57	3.37
Health Net of California, Inc.	Diabetes Eye Exams	61.24			60.97	75.27	-0.27 <b>16.99</b>
			Control			Point Change pint Change	20.24
				TOtal /	oaye FC	on Change	20.24
						2011	2007 - 2011
Health Plan	HEDIS Measure	2007	2009	2010	2011	90th %ile	Variance
Kaiser Foundation Health Plan Inc Southern CA	Controlling High Blood Pressure <140/90	73.97	79.08	84.23	83.7	74.09	9.73
Kaiser Foundation Health Plan Inc Southern CA	Cardiovascular LDL-C Control < 100	62.53	69.13	72.87	74.41	71.97	11.88
	Comprehensive Diabetes Care - Poor HbA1c						
Kaiser Foundation Health Plan Inc Southern CA	Control >9	28.47	25.99	23.76	21.76	16.79	6.71
Kaiser Foundation Health Plan Inc Southern CA	Diabetes LDL-C Control < 100	50.85	54.58	62.57	66.75	57.18	15.90
	Persistence of Beta-Blocker Treatment after a						
Kaiser Foundation Health Plan Inc Southern CA	Heart Attack	84.89		83.83	83.52	87.5	-1.37
Kaiser Foundation Health Plan Inc Southern CA	Cardiovascular LDL-C Screening	94.65		95.12	95.85	93.68	1.20
Kaiser Foundation Health Plan Inc Southern CA	Diabetes HbA1c Testing	86.13		92.57	93.53	94.16	7.40
Kaiser Foundation Health Plan Inc Southern CA	Diabetes LDL-C Screening	86.37	88.77	92.98	94.33	91	7.96
Kaiser Foundation Health Plan Inc Southern CA Kaiser Foundation Health Plan Inc Southern CA	Diabetes Monitoring Diabetic Nephropathy	92.94 75.67	92.47 73.24	97.66 73.39	95.88 79.12	89.57 75.27	2.94 3.45
Raiser Foundation Health Flatt Inc Southern CA	Diabetes Eye Exams					Point Change	44.22
			Control			int Change	65.80
				Total /	ougo i c	int Gridingo	00.00
						2011	2007 - 2011
Health Plan	HEDIS Measure	2007	2009	2010	2011	90th %ile	Variance
Kaiser Foundation Health Plan, Inc Northern CA	Controlling High Blood Pressure <140/90	73.31	80.37	80.37	83.7	74.09	10.39
Kaiser Foundation Health Plan, Inc Northern CA	Cardiovascular LDL-C Control < 100	66.04	72.84	74.97	74.17	71.97	8.13
	Comprehensive Diabetes Care - Poor HbA1c						
Kaiser Foundation Health Plan, Inc Northern CA	Control >9	22.55		19.81	18.61	16.79	3.94
Kaiser Foundation Health Plan, Inc Northern CA	Diabetes LDL-C Control < 100	54.68	62.77	66.42	66.42	57.18	11.74
Kaisaa Farra datian Haalth Dlan Jaa Nambara CA	Persistence of Beta-Blocker Treatment after a	04.00	07.70	00.0			
Kaiser Foundation Health Plan, Inc Northern CA	Heart Attack	84.28	87.76			07.5	0.05
	Candia vasa vilan I DI O Canasaria a	04 53		88.2	83.63	87.5	-0.65
Kaiser Foundation Health Plan, Inc Northern CA	Cardiovascular LDL-C Screening	91.53	93.23	93.68	94.85	93.68	3.32
Kaiser Foundation Health Plan, Inc Northern CA	Diabetes HbA1c Testing	90.43	93.23 91.42	93.68 92.26	94.85 93.61	93.68 94.16	3.32 3.18
Kaiser Foundation Health Plan, Inc Northern CA Kaiser Foundation Health Plan, Inc Northern CA	Diabetes HbA1c Testing Diabetes LDL-C Screening	90.43 89.36	93.23 91.42 89.23	93.68 92.26 92.08	94.85 93.61 92.08	93.68 94.16 91	3.32 3.18 2.72
Kaiser Foundation Health Plan, Inc Northern CA Kaiser Foundation Health Plan, Inc Northern CA Kaiser Foundation Health Plan, Inc Northern CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy	90.43 89.36 91.28	93.23 91.42 89.23 93.07	93.68 92.26 92.08 90.75	94.85 93.61 92.08 91.79	93.68 94.16 91 89.57	3.32 3.18 2.72 0.51
Kaiser Foundation Health Plan, Inc Northern CA Kaiser Foundation Health Plan, Inc Northern CA	Diabetes HbA1c Testing Diabetes LDL-C Screening	90.43 89.36 91.28 66.37	93.23 91.42 89.23 93.07 69.53	93.68 92.26 92.08 90.75 71.32	94.85 93.61 92.08 91.79 71.32	93.68 94.16 91 89.57 75.27	3.32 3.18 2.72 0.51 4.95
Kaiser Foundation Health Plan, Inc Northern CA Kaiser Foundation Health Plan, Inc Northern CA Kaiser Foundation Health Plan, Inc Northern CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy	90.43 89.36 91.28 66.37	93.23 91.42 89.23 93.07 69.53	93.68 92.26 92.08 90.75 71.32 <b>Measures</b>	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b>	93.68 94.16 91 89.57	3.32 3.18 2.72 0.51 4.95
Kaiser Foundation Health Plan, Inc Northern CA Kaiser Foundation Health Plan, Inc Northern CA Kaiser Foundation Health Plan, Inc Northern CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy	90.43 89.36 91.28 66.37	93.23 91.42 89.23 93.07 69.53	93.68 92.26 92.08 90.75 71.32 <b>Measures</b>	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b>	93.68 94.16 91 89.57 75.27 Point Change	3.32 3.18 2.72 0.51 4.95 <b>34.20</b>
Kaiser Foundation Health Plan, Inc Northern CA Kaiser Foundation Health Plan, Inc Northern CA Kaiser Foundation Health Plan, Inc Northern CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy	90.43 89.36 91.28 66.37	93.23 91.42 89.23 93.07 69.53	93.68 92.26 92.08 90.75 71.32 <b>Measures</b>	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b>	93.68 94.16 91 89.57 75.27 Point Change	3.32 3.18 2.72 0.51 4.95 <b>34.20</b>
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure	90.43 89.36 91.28 66.37	93.23 91.42 89.23 93.07 69.53	93.68 92.26 92.08 90.75 71.32 <b>Measures</b>	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b>	93.68 94.16 91 89.57 75.27 Point Change	3.32 3.18 2.72 0.51 4.95 34.20 48.23
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90	90.43 89.36 91.28 66.37 <b>2007</b> 53.81	93.23 91.42 89.23 93.07 69.53 Control	93.68 92.26 92.08 90.75 71.32 Measures Total %	94.85 93.61 92.08 91.79 71.32 s %age F %age Pc	93.68 94.16 91 89.57 75.27 Point Change	3.32 3.18 2.72 0.51 4.95 34.20 48.23
Kaiser Foundation Health Plan, Inc Northern CA Health Plan	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100	90.43 89.36 91.28 66.37	93.23 91.42 89.23 93.07 69.53 Control	93.68 92.26 92.08 90.75 71.32 Measures Total 9	94.85 93.61 92.08 91.79 71.32 8 %age F %age Pc	93.68 94.16 91 89.57 75.27 Point Change sint Change 2011 90th %ile	3.32 3.18 2.72 0.51 4.95 <b>34.20</b> <b>48.23</b> <b>2007 - 2011</b> Variance
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan UHC of California (dba) UnitedHealthcare of CA UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c	90.43 89.36 91.28 66.37 <b>2007</b> 53.81 56.84	93.23 91.42 89.23 93.07 69.53 Control 2009 66.75 66.01	93.68 92.26 92.08 90.75 71.32 Measures Total 9 2010 66.75 62.98	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b> <b>6age Pc</b>	93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97	3.32 3.18 2.72 0.51 4.95 34.20 48.23 2007 - 2011 Variance 13.02 6.14
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan UHC of California (dba) UnitedHealthcare of CA UHC of California (dba) UnitedHealthcare of CA UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9	90.43 89.36 91.28 66.37 <b>2007</b> 53.81 56.84 32.94	93.23 91.42 89.23 93.07 69.53 <b>Control</b> 2009 66.75 66.01	93.68 92.26 92.08 90.75 71.32 Measures Total 9 2010 66.75 62.98	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b> <b>6age Pc</b> <b>2011</b> 66.83 62.98	93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97	3.32 3.18 2.72 0.51 4.95 34.20 48.23 2007 - 2011 Variance 13.02 6.14
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan UHC of California (dba) UnitedHealthcare of CA UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100	90.43 89.36 91.28 66.37 <b>2007</b> 53.81 56.84	93.23 91.42 89.23 93.07 69.53 Control 2009 66.75 66.01	93.68 92.26 92.08 90.75 71.32 Measures Total 9 2010 66.75 62.98	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b> <b>6age Pc</b>	93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97	3.32 3.18 2.72 0.51 4.95 34.20 48.23 2007 - 2011 Variance 13.02 6.14
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan  UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a	90.43 89.36 91.28 66.37 2007 53.81 56.84 32.94 40.42	93.23 91.42 89.23 93.07 69.53 Control 2009 66.75 66.01 25.87 46.88	93.68 92.26 92.08 90.75 71.32 <b>Measure:</b> <b>Total 9</b> <b>2010</b> 66.75 62.98 25.04	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b> <b>2011</b> 66.83 62.98 25.04 50.94	93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97 16.79 57.18	3.32 3.18 2.72 0.51 4.95 34.20 48.23 2007 - 2011 Variance 13.02 6.14 7.90 10.52
Kaiser Foundation Health Plan, Inc Northern CA Health Plan UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure  Controlling High Blood Pressure <140/90  Cardiovascular LDL-C Control < 100  Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100  Persistence of Beta-Blocker Treatment after a Heart Attack	90.43 89.36 91.28 66.37 2007 53.81 56.84 32.94 40.42 69.39	93.23 91.42 89.23 93.07 69.53 Control 2009 66.75 66.01 25.87 46.88	93.68 92.26 92.08 90.75 71.32 Measures Total 9 2010 66.75 62.98 25.04 50.94	94.85 93.61 92.08 91.79 71.32 <b>s %age Pc</b> <b>2011</b> 66.83 62.98 25.04 50.94	93.68 94.16 91 89.57 75.27 Point Change 2011 90th %ile 74.09 71.97 16.79 57.18	3.32 3.18 2.72 0.51 4.95 34.20 48.23 2007 - 2011 Variance 13.02 6.14 7.90 10.52
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan  UHC of California (dba) UnitedHealthcare of CA UHC of California (dba) UnitedHealthcare of CA UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure  Controlling High Blood Pressure <140/90  Cardiovascular LDL-C Control < 100  Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100  Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening	90.43 89.36 91.28 66.37 2007 53.81 56.84 32.94 40.42 69.39 87.94	93.23 91.42 89.23 93.07 69.53 Control 2009 66.75 66.01 25.87 46.88 72.8 90.64	93.68 92.26 92.08 90.75 71.32 Measures Total 9 2010 66.75 62.98 25.04 50.94 72.99 89.97	94.85 93.61 92.08 91.79 71.32 <b>s %age Pc</b> <b>2011</b> 66.83 62.98 25.04 50.94 75.3	93.68 94.16 91 89.57 75.27 Point Change 2011 90th %ile 74.09 71.97 16.79 57.18 87.5 93.68	3.32 3.18 2.72 0.51 4.95 34.20 48.23 2007 - 2011 Variance 13.02 6.14 7.90 10.52 5.91 2.03
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan  UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure  Controlling High Blood Pressure <140/90  Cardiovascular LDL-C Control < 100  Comprehensive Diabetes Care - Poor HbA1c Control <9 Diabetes LDL-C Control < 100  Persistence of Beta-Blocker Treatment after a Heart Attack  Cardiovascular LDL-C Screening Diabetes HbA1c Testing	90.43 89.36 91.28 66.37 2007 53.81 56.84 40.42 69.39 87.94 85.75	93.23 91.42 89.23 93.07 69.53 Control 2009 66.75 66.01 25.87 46.88 90.64 89.15	93.68 92.26 92.08 90.75 71.32 Measures Total 9 2010 66.75 62.98 25.04 50.94 72.99 89.97 88.51	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b> <b>6age Pc</b> <b>2011</b> 66.83 62.98 25.04 50.94 75.3 89.97	93.68 94.16 91 89.57 75.27 Point Change 2011 90th %ile 74.09 71.97 16.79 57.18 87.5 93.68 94.16	3.32 3.18 2.72 0.51 4.95 34.20 48.23 2007 - 2011 Variance 13.02 6.14 7.90 10.52 5.91 2.03 2.76
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan  UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure  Controlling High Blood Pressure <140/90  Cardiovascular LDL-C Control < 100  Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100  Persistence of Beta-Blocker Treatment after a Heart Attack  Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening	90.43 89.36 91.28 66.37 2007 53.81 56.84 40.42 69.39 87.94 85.75 82.01	93.23 91.42 89.23 93.07 69.53 Control 2009 66.75 66.01 25.87 46.88 72.8 90.64 89.15	93.68 92.26 92.08 90.75 71.32 Measures Total 9 2010 66.75 62.98 25.04 50.94 72.99 89.97 88.51 84.73	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b> <b>6age Pc</b> <b>2011</b> 66.83 62.98 25.04 50.94 75.3 89.97 88.51	93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97 16.79 57.18 87.5 93.68 94.16	3.32 3.18 2.72 0.51 4.95 34.20 48.23 2007 - 2011 Variance 13.02 6.14 7.90 10.52 5.91 2.03 2.76
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan  UHC of California (dba) UnitedHealthcare of CA UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA  UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure  Controlling High Blood Pressure <140/90 Cardiovascular LDL-C Control < 100 Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100 Persistence of Beta-Blocker Treatment after a Heart Attack Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy	90.43 89.36 91.28 66.37 53.81 56.84 40.42 69.39 87.94 85.75 82.01 81.54	93.23 91.42 89.23 93.07 69.53 <b>Control</b> 2009 66.75 66.01 25.87 46.88 72.8 90.64 89.15 84.06 85.91	93.68 92.26 92.08 90.75 71.32 Measures Total % 2010 66.75 62.98 25.04 50.94 72.99 89.97 88.51 84.73 84.91	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b> 66.83 62.98 25.04 50.94 75.3 89.97 88.51 84.73	93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97 16.79 57.18 87.5 93.68 94.16 91 89.57	3.32 3.18 2.72 0.51 4.95 34.20 48.23 2007 - 2011 Variance 13.02 6.14 7.90 10.52 5.91 2.03 2.76 2.72
Kaiser Foundation Health Plan, Inc Northern CA  Health Plan  UHC of California (dba) UnitedHealthcare of CA	Diabetes HbA1c Testing Diabetes LDL-C Screening Diabetes Monitoring Diabetic Nephropathy Diabetes Eye Exams  HEDIS Measure  Controlling High Blood Pressure <140/90  Cardiovascular LDL-C Control < 100  Comprehensive Diabetes Care - Poor HbA1c Control >9 Diabetes LDL-C Control < 100  Persistence of Beta-Blocker Treatment after a Heart Attack  Cardiovascular LDL-C Screening Diabetes HbA1c Testing Diabetes LDL-C Screening	90.43 89.36 91.28 66.37 53.81 56.84 32.94 40.42 69.39 87.94 85.75 82.01 81.54 55.61	93.23 91.42 89.23 93.07 69.53 <b>Control</b> 2009 66.75 66.01 25.87 46.88 72.8 90.64 89.15 84.06 85.91 58.8	93.68 92.26 92.08 90.75 71.32 Measure: Total % 2010 66.75 62.98 25.04 50.94 72.99 89.97 88.51 84.73 84.91 55.4	94.85 93.61 92.08 91.79 71.32 <b>s %age F</b> 66.83 62.98 25.04 50.94 75.3 89.97 88.51 84.73 84.91 55.4	93.68 94.16 91 89.57 75.27 Point Change int Change 2011 90th %ile 74.09 71.97 16.79 57.18 87.5 93.68 94.16	3.32 3.18 2.72 0.51 4.95 34.20 48.23 2007 - 2011 Variance 13.02 6.14 7.90 10.52 5.91 2.03 2.72 3.37 -0.21

Source: NCQA's Quality Compass(R) 2011

## 2007 - 2011 California Plan Performance

Right Care Initiative: Selected HEDIS Measures, Page 3 of 3

Health Plan	HEDIS Measure	2007	2009	2010	2011	2011 90th %ile	2007 - 2011 Variance
Western Health Advantage	Controlling High Blood Pressure <140/90	60.83	63.99		68.61	74.09	
Western Health Advantage	Cardiovascular LDL-C Control < 100	59.87	60.44		64.86		4.99
	Comprehensive Diabetes Care - Poor HbA1c						
Western Health Advantage	Control >9	34.06	28.95	24.64	22.99	16.79	11.07
Western Health Advantage	Diabetes LDL-C Control < 100	41.36	47.93	47.81	50.73	57.18	9.37
	Persistence of Beta-Blocker Treatment after a						
Western Health Advantage	Heart Attack	74.36	82.86	NA	75.68	87.5	1.32
Western Health Advantage	Cardiovascular LDL-C Screening	90.79	89.56	89.71	89.71	93.68	-1.08
Western Health Advantage	Diabetes HbA1c Testing	86.13	86.62	87.04	88.69	94.16	2.56
Western Health Advantage	Diabetes LDL-C Screening	81.75	83.45	84.85	87.41	91	5.66
Western Health Advantage	Diabetes Monitoring Diabetic Nephropathy	76.89	79.81	85.58	87.04	89.57	10.15
Western Health Advantage	Diabetes Eye Exams	46.72	51.34	53.47	55.29	75.27	8.57
			Control	Measures	s %age F	Point Change	33.21
				Total %	%age Po	int Change	60.39

Health Plan	HEDIS Measure	2007	2009	2010	2011	2011 90th %ile	2007 - 2011 Variance
National - All Lines of Business (Excluding PPOs)	Controlling High Blood Pressure <140/90	59.39	63.37	64.09	63.43		
National - All Lines of Business (Excluding PPOs)	Cardiovascular LDL-C Control < 100	57.06					2.83
, ,	Comprehensive Diabetes Care - Poor HbA1c						
National - All Lines of Business (Excluding PPOs)	Control >9	30.11	28.36	28.21	27.32	16.79	2.79
National - All Lines of Business (Excluding PPOs)	Diabetes LDL-C Control < 100	42.99	45.52	47.04	47.73	57.18	4.74
	Persistence of Beta-Blocker Treatment after a						
National - All Lines of Business (Excluding PPOs)	Heart Attack	71.70	74.97	74.39	75.53	87.5	3.83
National - All Lines of Business (Excluding PPOs)	Cardiovascular LDL-C Screening	87.93	88.94	88.39	88.86	93.68	0.93
National - All Lines of Business (Excluding PPOs)	Diabetes HbA1c Testing	87.40	88.98	89.15	89.9	94.16	2.50
National - All Lines of Business (Excluding PPOs)	Diabetes LDL-C Screening	83.48	84.79	85.04	85.55	91	2.07
National - All Lines of Business (Excluding PPOs)	Diabetes Monitoring Diabetic Nephropathy	78.66	82.39	82.91	83.55	89.57	4.89
National - All Lines of Business (Excluding PPOs)	Diabetes Eye Exams	54.40	56.54	56.46	57.74	75.27	3.34
			Control	Measures	s %age F	oint Change	14.40
				Total %	∕age Po	int Change	31.96

Measure	Definition
Controlling High Blood Pressure < 140/90	This HEDIS measure is the percentage of members 18–85 years of age who had a diagnosis of hypertension (HTN) and whose blood pressure (BP) was adequately controlled (<140/90).
Cardiovascular LDL-C Control < 100	This HEDIS measure is the percentage of members 18–75 years of age who were discharged alive for acute myocardial infarction (AMI), coronary artery bypass graft (CABG), percutaneous translumina coronary angioplasty (PTCA) from January 1 – November 1 of the year prior to the measurement year, or who had a diagnosis of ischemic vascular disease (IVD) during the measurement year and the year prior to the measurement year, whose LDL–C level was controlled to < 100mg/dL during the same time period.
Diabetes Poor HbA1C Control > 9	This HEDIS measure is the percentage of members 18–75 years of age with diabetes (type 1 and type 2) whose HbA1c control was poor. A lower rate indicates better performance.
Diabetes LDL-C Control < 100	This HEDIS measure is the percentage of members 18–75 years of age with diabetes (type 1 and type 2) who received lipid level control (LDL–C<100 mg/dL) testing.
Persistence of Beta Blocker Treatment After a Heart Attack	This HEDIS measure is the percentage of members 18 years of age and older who were discharged from the hospital after surviving a heart attack and who received persistent beta-blocker treatment.
Cardiovascular LDL-C Screening	This HEDIS measure is the percentage of members 18–75 years of age who were discharged alive for acute myocardial infarction (AMI), coronary artery bypass graft (CABG), percutaneous translumina coronary angioplasty (PTCA) from January 1 – November 1 of the year prior to the measurement year, or who had a diagnosis of ischemic vascular disease (IVD) during the measurement year and the year prior to the measurement year, who received an LDL–C screening during the measurement year.
Diabetes HbA1c Testing	This HEDIS measure is the percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had received Hemoglobin A1c (HbA1c) testing.
Diabetes LDL-C Screening	This HEDIS measure is the percentage of members 18–75 years of age with diabetes (type 1 and type 2) who received lipid level (LDL–C) testing.
Diabetes Monitoring Diabetic Nephropathy	This HEDIS measure is the percentage of members 18–75 years of age with diabetes (type 1 and type 2) who received medical attention for nephropathy (kidney disease).
Diabetes Eye Exams	This HEDIS measure is the percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had an eye exam performed.

Source: NCQA's Quality Compass(R) 2011